

# LOUISIANA ECONOMIC DEVELOPMENT

## NEWS RELEASE

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### **LOUISIANA ECONOMIC DEVELOPMENT EARNS ISO CERTIFICATION** *LED is only state economic development agency with ISO distinction*

**BATON ROUGE, La.** – April 26, 2005 – The International Organization for Standardization recently awarded Louisiana Economic Development (LED) with its ISO 9001:2000 certification. With this recognition, LED becomes the only state economic development agency in the United States that is ISO certified.

“Louisiana businesses in a variety of industries pursue ISO certification to demonstrate their own commitment to quality procedures, safety, environmental responsibility and customer service. With our certification, businesses and organizations across the globe can look at LED and know that we meet the highest industry standards for customer service and interaction,” said Louisiana Governor Kathleen Babineaux Blanco.

The evaluation process for ISO certification is based on feedback from LED employees and business community members who work with LED directly or through one of the agency’s programs. To become certified, the applying company or agency must implement a system for improving service delivery to customers through quality management practices, a process which LED launched in May 2003.

“One of my top priorities when I came to LED last year was to earn ISO certification. ISO is an independent judge that sets high standards in scores of industries. We can tell the companies we talk to everyday that our agency meets the same standards of excellence for which they constantly strive,” said LED Secretary Michael J. Olivier. “We set aggressive goals for LED regarding the services we wanted to provide the

businesses and people of our state. This recognition demonstrates we are meeting and exceeding those goals.”

Texas-based ABS Quality Services audited LED, reviewing department procedures and policies and deeming the department ISO compliant. ISO is a network of the national standards institutes in 150 countries, with a Central Secretariat in Geneva, Switzerland. For businesses, the adoption of ISO compliance standards means that companies and organizations can base the development of products and services according to specifications widely accepted in their industry. ISO standards are voluntary.

For more information about expanding a business in Louisiana, call 225-342-3000 or visit [www.led.louisiana.gov](http://www.led.louisiana.gov). For more information about the International Organization of Standardization, visit [www.iso.org](http://www.iso.org).

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*The mission of Louisiana Economic Development is to provide excellence in leadership, policy and programs to create a business climate enabling public-private linkages, which result in capital investment, a diversified economic base and quality job opportunities for all Louisiana citizens.*